



Rou'a AlHammadin

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International Mindset | Start-ups | Acquisitions| High-Growth Organizations

Strategic and innovative HR professional who translates business vision into HR initiatives that improve performance, profitability, growth, and employee's engagement. Empowering leaders and top executives who support corporates with a unique perspective and approach as human capital is every organization's greatest asset. Genuine influencer who thrives on tough challenges and translates visions and strategies into actionable, value-added plans and goals

SIGNATURE HR QUALIFICATIONS

Blue-Collar Hiring
Recruitment & Retention
Performance Management

Onboarding
Employee Engagement
Learning & Development

Talent Acquisition
Workforce Planning & Development
Staff Coaching & Mentoring

PROFESSIONAL EXPERIENCE

Eagle Hills International Properties | Aqaba, Jordan| Real Estate Investment and Development Company Sep,2021 - Present

Property Advisor

Intercontinental Aqaba Resort | Aqaba, Jordan| Luxury 5* Resort April, 2018 – March,2021

Assistant Human Resources Manager

Responsible for the full spectrum of Human Resources Management functions including creating KPI's, recruitment & selection, compensation and benefits, training and development, performance management, employees' relations, medical & life Insurance with hands-on experience with Human Resources Information Systems while managing and driving all aspects of the day-to-day HR operation and activities

HR Management: Create and maintain updated key policies and SOPs, while ensuring colleagues and management adherence to corporate policy and employment legislation

Recruitment: Managed Expats & Locals recruitment process using Applicants Tracking Systems & Talent Acquisition Engines and other sources by performing the following tasks: posting job adverts, forwarding applications to line managers, managing communications with potential job candidates, arranging interviews, managing the offer process, while ensuring recruitment costs are in line with budget

Talent management: Managed year-round talent management processes including performance and evaluation, development and succession plans

Employee Relations: Chairman of the Social Committee for the hotel, planning and executing an average of 15-20 events per year to boost employee's wellbeing and corporate social responsibility while introducing proactive programs to resolve previous labor and management issues and restore the credibility and employee-centric focus of the HR Department

Career Coaching: Worked with the management team to address colleagues' learning issues and new educational needs regarding specific colleague or department and assisted in providing advice, guidance and support to managers and colleagues across the hotel on a variety of HR related inquiries

Training & Development: Implemented training and development programs to upgrade the skills of the colleagues and enhance their learning capabilities while ensuring that Learning & Development Portal is maintained and updated to support the learning process

Financial Aspects: Managed the HR department expenses in line with the hotel's P&L and the recruitment process in line with the budget as well as managing the monthly HR reporting, manpower planning and annual budgetary process

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Jordan Projects for Tourism Development | Aqaba, Jordan

January, 2017 - March, 2018

Cluster Assistant Human Resources Manager

Provided central HR services for a group of four Business & Leisure destinations; Three 5* hotels (Radisson Blu Aqaba, Oryx Hotel, Marina Plaza Hotel) & Talabay Resort with total (800+) employees. Championed the HR vision by maintaining a sustainable HR infrastructure, systems, processes, and practices while reporting directly to the Chief Operating Officer of the group

HR Leadership: Leading 12 HR professionals in recruitment, benefits & compensation, training & development, succession planning, and regulatory compliance

Consolidated Contractors Group S.A.L. (Offshore) (CCC) /Drake & Scull Construction LLC/Arabtec Construction

LLC | Aqaba, Jordan | Saraya Aqaba Project - Mixed use resort development (634,000 m2)
owned by **Eagle Hills**, Project Value : **\$ 649 Million**

September, 2013 - December, 2016

Human Resource Administrator

Worked on staffing and recruiting strategies to meet client's unique requirements and participated in recruiting engineers, technical staff, administrative and management staff for the project

EDUCATION

MBA – Masters of Business Administration - Edinburgh Business School, Heriot-Watt University (**In Progress**)

Bachelor of Arts – Double Major in Languages (Spanish – English) - University of Jordan - 2013, GPA (**3.04 / 4**)

CERTIFICATIONS & COURSES

- **CLiMB Leadership Series - CLiMB – Build, Feb 2020**
- **Approved Master Trainer Certification- Ministry of Tourism and Antiquities & USAID BEST Project, June 2019**
- **Decision Making Certification – Harvard ManageMentor, June 2019**
- **Developing Employees Certification – Harvard ManageMentor, May 2019**
- **IHG Leading in a Crisis Certification, Feb 2019**
- **IHG Departmental Trainer Certification (Train the Trainer), October 2018**
- **The Test of English for International Communication (TOEIC) with a result of (950 / 990), May 2016**
- **Spanish language Courses in the Institute Cervantes of Amman**

April 2010-June 2010 Level A1.1 with a result of (9/10)

April 2011-June 2011 Level A2.2 with a result of (9/10)

PROFESSIONAL HR AFFILIATIONS

Member – Society of Human Resources Management (SHRM)

LANGUAGES

English
Fluent

Spanish
Intermediate

Arabic
Native